eKEY® for Android™
User Manual

Supra
A UTC Fire & Security Company

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Intended use

Use this product only for the purpose it was designed for. For the latest product information, contact Supra or visit us online at *www.supraekey.com*.

Rules and regulations relating to the use of the service

Key Possession. Each keyholder ("Keyholder") is responsible for the key ("Key") issued to him or her.

Current Update. The Key must be updated in order to access keyboxes ("Keyboxes"). The Key cannot be updated unless the Keyholder is in good standing with the organization ("Organization") and UTC Fire & Security, Americas Corp. ("UTCFS"), is authorized to use the Service, and is in compliance with the obligations for the use of the Service including, without limitation, these rules and regulations.

Equipment Security. It is necessary to maintain the security and the personal identification number ("PIN") of the Key to prevent the use of the Key and the Service by unauthorized persons. Each person in possession of a Key, whether such Key is being actively used or not, shall abide by the following terms and conditions:

To keep the Key in authorized Keyholder's possession or in a safe place at all times;

Not to allow the PIN for the Key to be displayed on or attached to the Key for any purpose whatsoever or to be disclosed to any third party;

Not to lend or otherwise transfer the Key to any other person or entity, or permit any other person or entity to use the Key for any purpose whatsoever, whether or not such other person or entity is authorized to use the Key;

Not to duplicate the Key or allow any other person to do so;

Not to assign, transfer or pledge the Key;

Not to (i) destroy, alter, reproduce, modify, adapt, translate, reverse engineer, de-compile, disassemble or tamper with the Key or knowingly or unknowingly allow anyone else to do so; or (ii) provide or otherwise make available the software or any part or copies thereof to any third party;

To notify your Organization or UTCFS within forty-eight (48) hours if the Key is lost or stolen;

To follow all additional security procedures as specified by your Organization; and

To safeguard the code for each Keybox from all other individuals and entities, whether or not they are authorized users of the service.

Keybox Authorization. Before a Keybox is installed or used on any piece of real property, the prior written authorization to install or use a Keybox must be obtained from the property owner, as well as from any tenant(s) in possession of the property, if applicable. Extreme care shall be used to ensure that all doors to the listed property and the Keybox are locked. All owners and/or tenant(s) of real property shall be informed that the Keybox is not designed to be, or intended as, a security device.

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Preface

This is the *eKEY for Android User Manual*. This document includes an overview of the software and detailed instructions explaining:

- how to set up your eKEY software;
- how to update your eKEY so you can access iBoxes;
- how to access iBoxes; and
- how to view showing activity.

There is also information describing how to contact technical support if you have questions or concerns.

For specific information about your Android device, refer to the documentation that was provided with your smartphone. For additional information on using your Supra eKEY software, visit *www.supraekey.com* and click on the *Training Resources* link.

The following conventions are used in this document:

Bold	Menu items and buttons.
Italic	Emphasis of an instruction or point; special terms.
	File names, path names, windows, panes, tabs, fields, variables, and other GUI elements.
	Titles of books and various documents.
Blue italic	(Electronic version.) Hyperlinks to cross-references, related topics, and URL addresses.
`Monospace`	Text that displays on the computer screen.
	Programming or coding sequences

Safety terms and symbols

These terms may appear in this manual:

CAUTION: Cautions identify conditions or practices that may result in damage to the equipment or other property.

Chapter 1 Introduction

This chapter provides an overview of the eKEY software and explains how to set up your eKEY software.

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Overview

The eKEY software allows you to use your Android device to access Supra iBoxes placed at real estate listings. The iBox reads an infrared signal and the iBox BT reads both an infrared signal and a Bluetooth signal. To access iBoxes using infrared, you'll need the Supra eKEY Fob which translates the Bluetooth signal from your Android into an infrared signal.

Requirements

- eKEY-certified Android device; to see which Android devices are supported to go *www.supraekey.com* and click on the *Certified eKEY Devices* link
- Android OS 2.1 or greater
- Data plan on your Android device through your cellular provider
- Supra eKEY Fob for accessing iBoxes using infrared

eKEY software

The eKEY software for Android allows you to:

- Obtain the listing keys from an iBox
- Open the shackle on a iBox to place it on a listing or remove from a listing
- Manage and view your iBox inventory and change settings in your iBoxes
- Read an iBox to view showing history
- View showing notices and messages
- View MLS information and roster — Only for eKEY Professional subscribers

Figure 1. eKEY Basic Home screen and Menu options

The eKEY software connects regularly to the Supra network using your cellular Internet service. During the connection, the eKEY software sends showing data to the Supra network, updates the eKEY to access iBoxes, and receives messages and showing notifications.

eKEY Fob

The eKEY Fob is a device used to translate the Bluetooth signal from your smartphone to an infrared signal that can be recognized by the iBox. See the *eKEY Fob Instructions* packaged with the eKEY Fob for more information.

SupraWEB

SupraWEB is the agent website, available at *www.supraekey.com* where you can go to:

- Obtain an update code for your key
- Identify the name of a keyholder by key serial number
- Manage your iBox inventory and listing information
- View, email, and schedule activity reports
- View and send showing feedback
- Manage your bill
- Change your PIN code
- Set up your market area (eKEY Professional subscribers)
- Obtain an authorization code for installing eKEY software

SupraWEB can also be accessed using your smartphone by opening the eKEY application and selecting the SupraWEB icon.

KIMvoice

KIM, the Keybox Information Manager, is the Supra network that maintains the key and keybox data. Automated voice access to KIM is available by calling 888-968-4032.

eKEY Setup

This section explains how to install the eKEY software onto your Android smartphone and authorize the applications.

Install eKEY Software

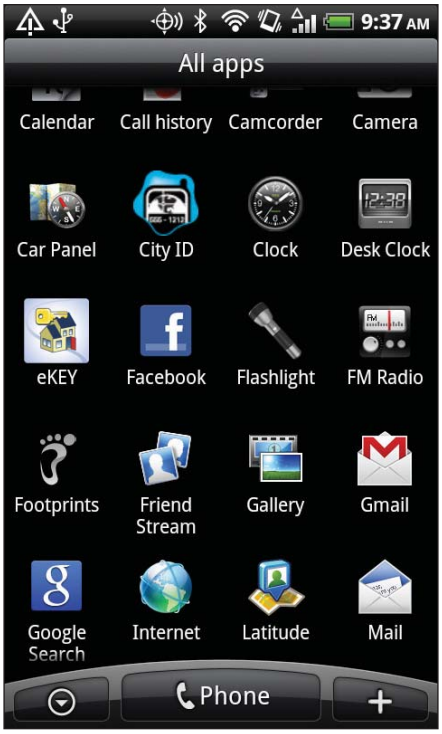
The eKEY software is installed using the Android Market. You must have a Google account set up in order to install the Supra eKEY software.

To install the eKEY software on your smartphone:

1. On your smartphone, launch the Android Market by selecting the **Market** icon.
2. Select **Search** and search for **Supra eKEY**.
3. Select the **Supra eKEY** application.
4. Select **INSTALL**.
5. Select **OK**.

Once the software is installed, the eKEY icon is shown in the list of applications on your smartphone.

Figure 2. eKEY icon



Authorize eKEY

Once the eKEY software is installed, it must be authorized before it can be used. To authorize the eKEY software, you'll need your 30-digit Authorization code.

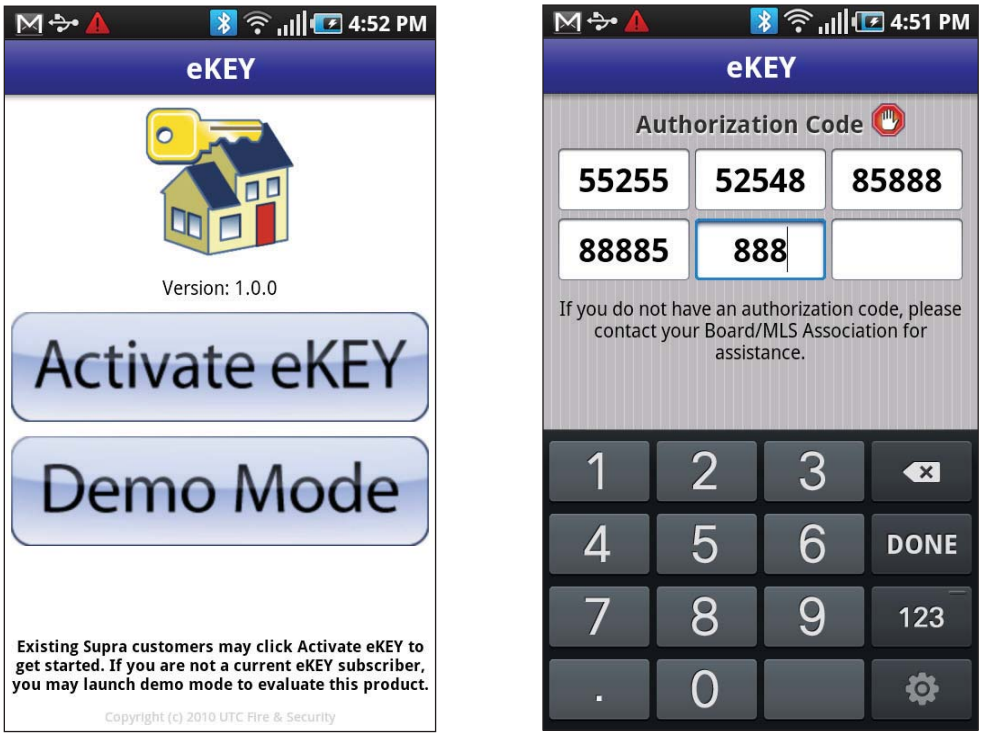
New eKEY users can obtain an authorization code from the Association/Board/MLS. Existing eKEY users can obtain an authorization code by logging into SupraWEB and selecting the **Authorization Code** link.

Demo mode is available for customers who have not yet subscribed to eKEY service. Demo mode allows you to view the eKEY software but you cannot interact with iBoxes.

To authorize your eKEY software:

1. Launch the eKEY application by selecting the eKEY icon.
2. Select **Activate eKEY**.
3. Following the onscreen prompts, enter your 30-digit Authorization code.
4. Select **Authorize**.

Figure 3. Authorize eKEY screen



5. Your device will automatically connect and authorize and update the eKEY to access iBoxes.

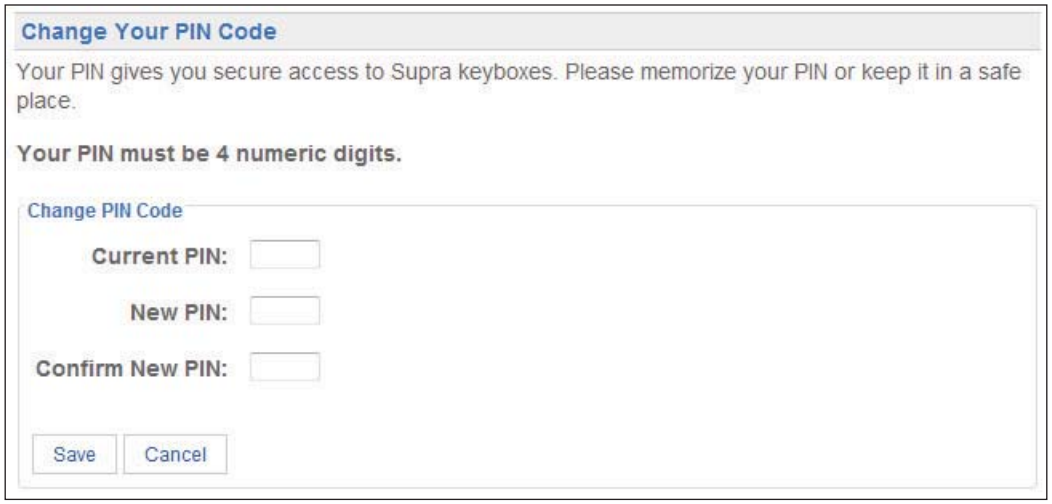
Customize PIN

You can customize the PIN code you use with your eKEY software.

To customize your PIN:

1. On your computer navigate to *www.supraekey.com*.
2. Select **Agents-Log on to SupraWEB**.
3. Enter your user ID and password and select **Submit**. If you haven't registered for a single sign on (SSO) user ID and password yet, click the **How to get access link** to register for a login.
4. Select **Change PIN**.

Figure 4. Change PIN Code screen


Change Your PIN Code
Your PIN gives you secure access to Supra keyboxes. Please memorize your PIN or keep it in a safe place.
Your PIN must be 4 numeric digits.
Change PIN Code
Current PIN:
New PIN:
Confirm New PIN:
Save
Cancel

5. Enter your current PIN code.
6. Enter the new PIN code you would like to use and re-enter to confirm.
7. Click **Save**.
8. On your Android smartphone, select the **eKEY** icon to open the eKEY application.
9. Select **Update** to do a wireless manual update and have the new PIN code delivered to your smartphone.

Audio and Vibrate Settings

The eKEY software uses several audio tones along with messages on the screen to communicate the status of keybox operations and to alert you when you receive a new showing or message. If an error occurs, your smartphone will vibrate in addition to sounding a buzz tone.

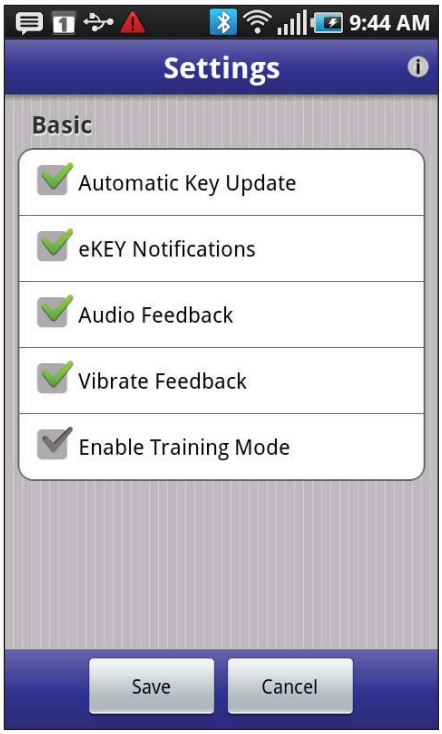
The audio and vibrate feedback in the eKEY software can be disabled. Disabling the audio or vibrate feedback in the eKEY software does not affect other smartphone applications.

To disable the audio or vibrate in the eKEY software:

1. On your Android smartphone, select the **eKEY** icon to open the eKEY application.
2. Select **Settings**.
3. Set the **Audio Feedback** or **Vibrate Feedback** option.

4. Select the **Save** button to save your changes.

Figure 5. Disable Audio or Vibrate Feedback



Chapter 2 Updating

This chapter explains how to update your eKEY software.

In this chapter:

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Disable Automatic Update *11*

Updating

Updating the eKEY software allows you to access iBoxes with your Android smartphone.

The eKEY software expires each night at midnight. The eKEY software automatically updates each night by connecting to the Supra network using your smartphone's cellular or WiFi service.

In order for an update to occur, your smartphone needs to be turned on and in cell or WiFi coverage, and you need to be in good standing with your Organization and with Supra.

You can see if your eKEY software is expired when you open the eKEY application. The Update icon shows a red X through the icon when the eKEY software is expired.

Figure 6. Key Expired icon

If your eKEY software did not update because the automatic update is turned off in your eKEY software or your smartphone was turned off or out of cell coverage during the automatic nightly update, the next time you launch the eKEY application, it checks for cell coverage and attempts to update.

Manual Update

If your eKEY software is expired and you are in cell coverage, you can do a wireless manual update.

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Update** (see figure 7 on page 10).
3. Select **Wireless Update** to do a wireless manual update.

If your eKEY software is expired and you are out of cell coverage, you can manually update by obtaining and entering an update code.

To obtain an update code from SupraWEB:

1. Go to *www.supraekey.com* and click **Agents-Log on to SupraWEB**.
2. Enter your user ID and password and click **Submit**.
3. Select the *Update Code* link under Quick Links. The update code displays.

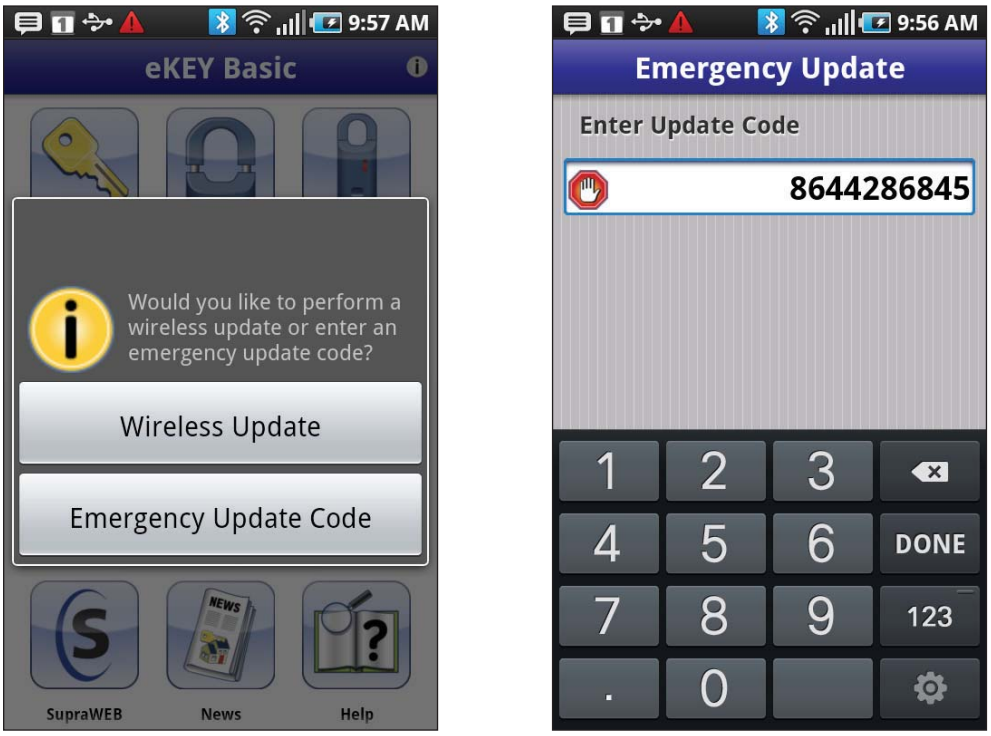
To obtain an update code from KIMvoice:

1. Call KIM at 1-888-968-4032.
2. When prompted, enter your eKEY serial number and PIN code into the phone, followed by the # sign.
3. Press 1 on the phone for an update code.

To enter the update code into the eKEY software:

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Update**.
3. Select **Emergency Update Code**.
4. Enter the update code.
5. Select **Update Key**.

Figure 7. Enter Update Code



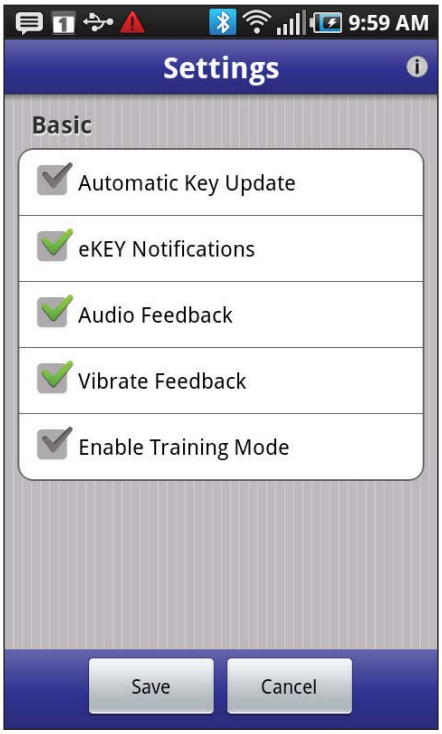
The number of consecutive update codes you can get is limited. Once you reach your update code limit, your eKEY software must do a wireless update before you can obtain any additional update codes.

Disable Automatic Update

You can turn off the automatic key update. If you disable the automatic key update, be sure to update your eKEY software before going out to a listing To disable the automatic key update:

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Settings**.
3. Uncheck **Automatic Key Update**.
4. Select the **Back** button on your smartphone to return to the eKEY main screen.

Figure 8. Disabling Automatic Updates



In addition to the automatic update the first time the eKEY software is launched each day, the eKEY software automatically updates and sends showing information immediately after each key container opening and shackle release.

Chapter 3 iBoxes

This chapter explains how to access and manage iBoxes and gives information on Call Before Showing (CBS) and accessing cooperating keybox systems.

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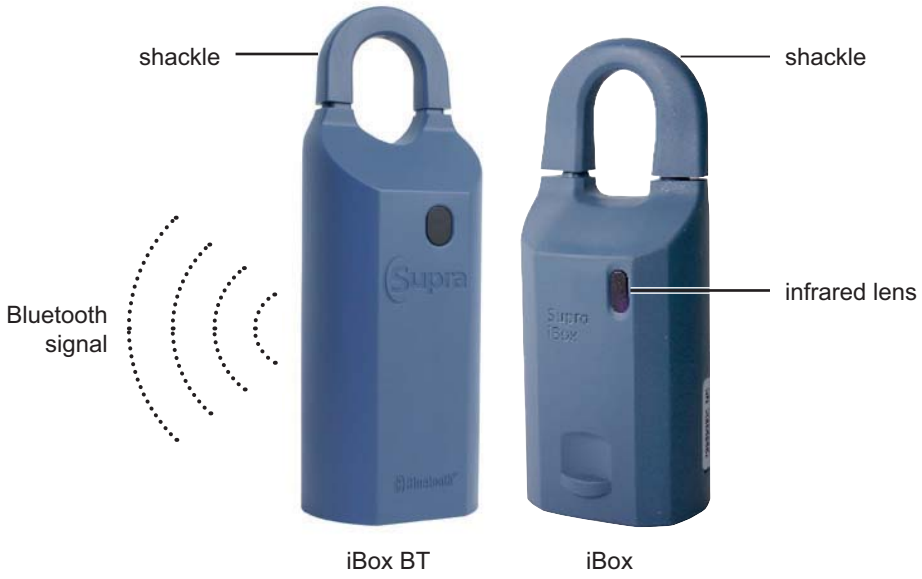
Change iBox Settings 24

Accessing iBoxes

The eKEY software allows you to access both the iBox and iBox BT to:

- release the key container
- release the shackle
- change the iBox settings
- read the showing history stored in an iBox

Figure 9. Supra iBoxes



iBox The iBox communicates using infrared technology. You'll need the Supra eKEY Fob to access iBoxes with your Android smartphone. The eKEY Fob translates the Bluetooth signal from your Android into an infrared signal that can be understood by the iBox. The distance between the eKEY Fob and the infrared lens on the iBox should be less than a foot. Direct sunlight can interfere with the infrared communication, so you may need to shade the area between the eKEY Fob and the iBox.

iBox BT The iBox BT uses Bluetooth technology to communicate with Android smartphones. When interacting with the iBox BT using Bluetooth, the distance between the key and iBox BT should be less than three feet when using Bluetooth. Press up on the bottom of the iBox BT to turn on Bluetooth and begin an operation.

Supra eKEY Fob

The eKEY software uses the eKEY Fob as a Bluetooth/infrared translator to communicate with iBoxes.

To use the eKEY Fob:

1. Start the operation on your smartphone.
2. When the software prompts you to power on the eKEY Fob, press the power button until you

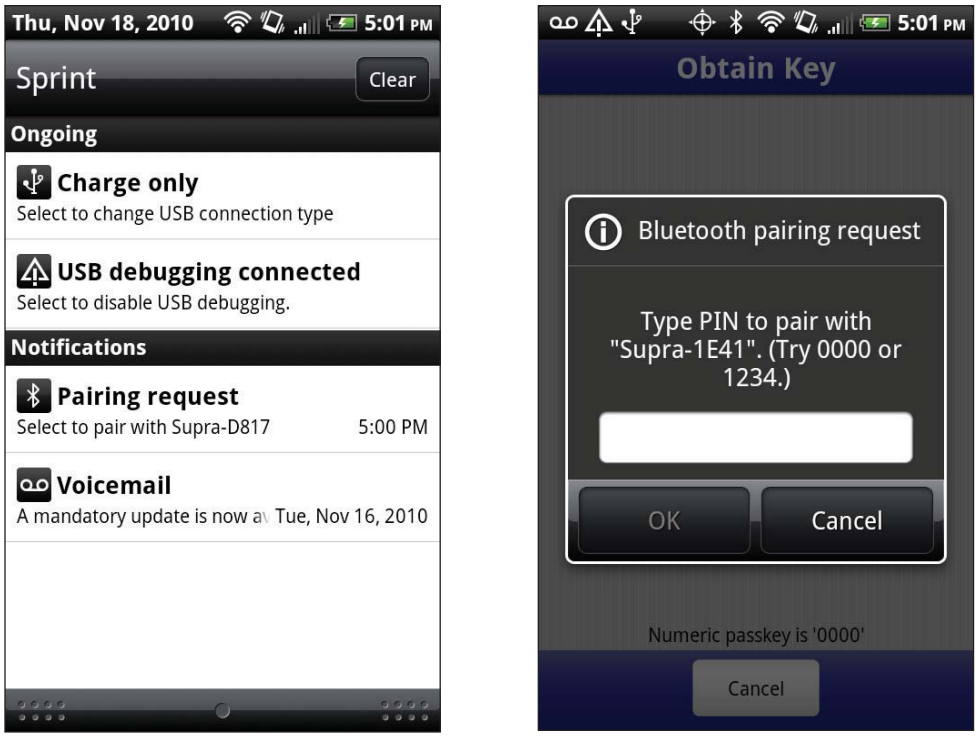
see the blue light flash. When the blue light flashes the eKEY Fob is communicating with your smartphone.

3. Once you see the green light flash, point the green light on the eKEY Fob at the infrared lens on the iBox.

If this is the first time you are using the eKEY Fob, you may be requested to enter a numeric passkey. The numeric passkey is 0000 (four zeros).

Tip: On some Android smartphones, you will need to tap on the Bluetooth icon and drag the pairing alert down so you can accept the pairing and enter the passcode.

Figure 10. Pair Bluetooth for eKEY Fob



Tip: The distance should be less than a foot between your eKEY Fob and the iBox when the eKEY Fob and iBox are communicating. Direct sunlight can interfere with infrared communication so you may need to shade the area between the eKEY Fob and iBox when they are communicating.

Release the Key Container

To release the key container on an iBox when showing a listing or placing or removing the listing keys in an iBox:

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Obtain Key**.
3. Enter your PIN code.
4. If the iBox requires an additional Call Before Showing (CBS) code, check the CBS Required box

and enter the CBS code for the keybox. See *Call Before Showing (CBS)* on page 17 for more information.

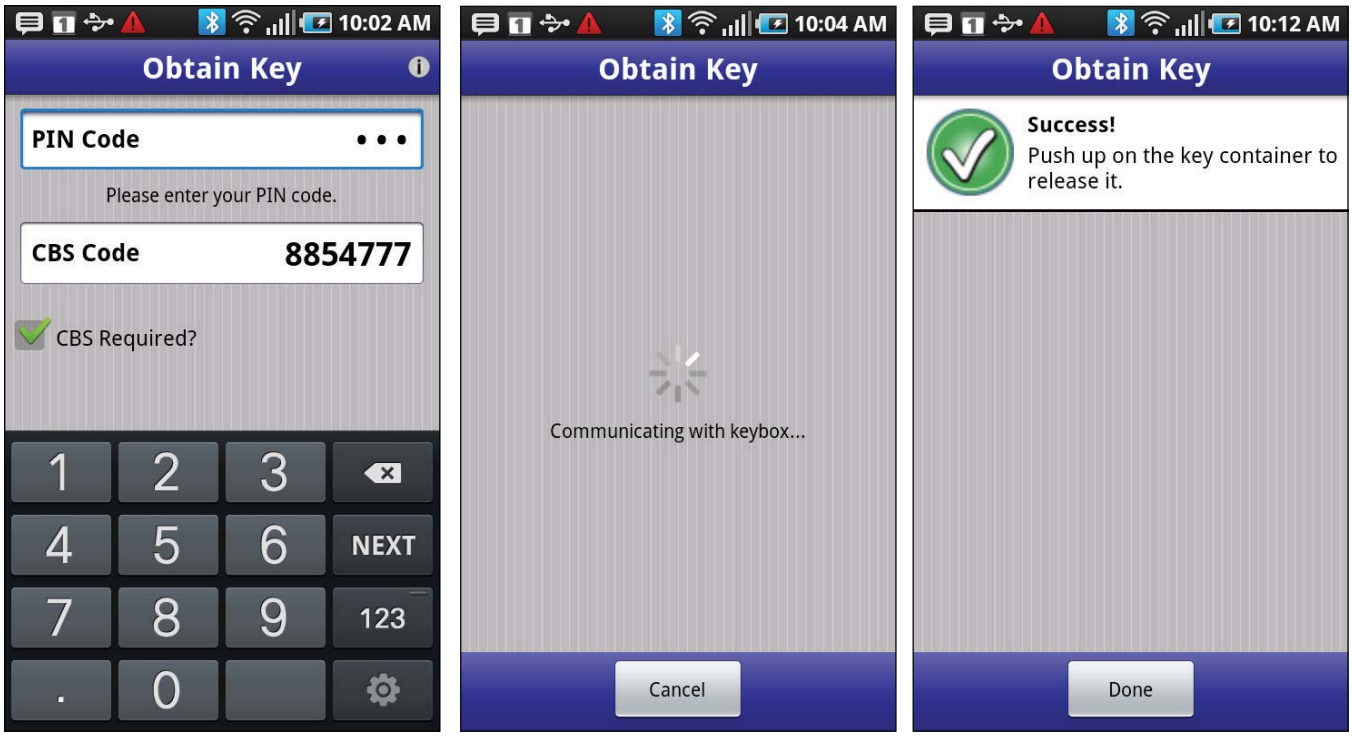
5. Select **Begin**.
6. If you are opening an iBox, power on the eKEY Fob by pressing the power button until the blue light flashes. When the green light blinks, point the eKEY Fob at the iBox.

   If you are opening an iBox BT, press up on the bottom of the iBox BT to turn on Bluetooth.

   Note: You have 5 minutes after pressing **Begin** to aim the eKEY Adapter at the iBox or to push up on the bottom of the iBox BT. This gives you an opportunity to enter your PIN in the car and then walk up to the door.
7. Upon success, press up on the bottom of the iBox to release the key container. The key container will relock after 30 seconds.
8. If a business card, agent notes, or a listing flyer has been programmed into the iBox, the information displays on your smartphone. Drag down to see any additional information.

Your smartphone connects to the network and sends the showing information immediately after you obtain a key.

Figure 11. Obtain Key



Place Listing Keys in the iBox

The iBox key conatiner holds up to three listing keys. The iBox BT key container holds five listing keys or two gate cards and two keys. Before closing the key container, verify that all items are well inside and that the front is not bowing or bulging out. If you are a listing agent, always make sure that you have a spare set of listing keys before you close the key container.

Caution: Do not place ID tags, key rings, or loose objects in the key container. They can jam the container.

To close the key container, turn it so the compartment holding the keys is facing you. Insert the key container into the bottom of the iBox and push up until it closes.

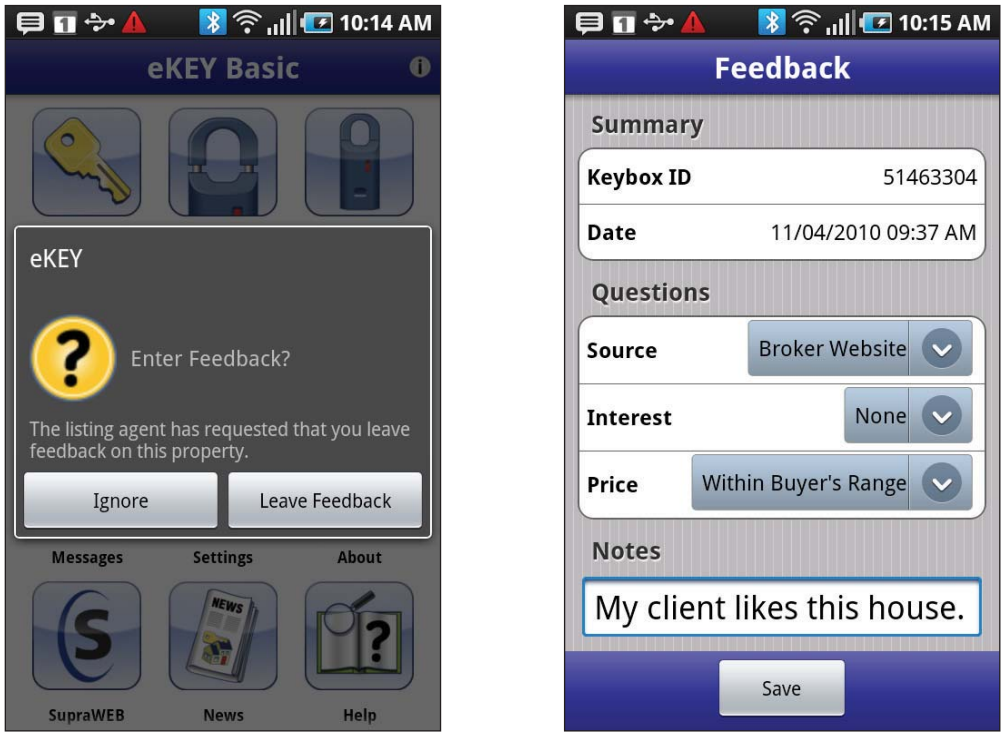
Feedback

A feedback alert screen is displayed after the key container opens if the iBox is set to ask for feedback after a listing is shown. This gives you an opportunity to provide feedback about the showing to the listing agent.

If you select **Ignore**, no feedback will be sent to the listing agent.

Select **Leave Feedback** to enter feedback information to send to the listing agent. You can select where you heard about the listing, the level of interest in the property, whether the listing price is within the buyer's range, and you can enter any notes about the showing.

Figure 12. Leave Feedback



The feedback is delivered to the Supra network the next time your eKEY software updates. The listing agent can view the feedback at SupraWEB.

Only the listing agent can activate or deactivate the feedback setting in an iBox. (See *Change iBox Settings* on page 24 for more information.)

Showing Hours

iBoxes can be set to allow 24-hour access or timed access for specific hours. To determine the timed access hours set into iBoxes in your area, contact your Association or MLS.

Showing hours are in standard time. If your area observes daylight saving time, the actual access hours are one hour later than the hours set in the iBox during daylight saving time. For example, if an iBox is set for access from 8 a.m. to 9 p.m. Standard Time, during daylight saving time, the actual showing hours are 9 a.m. to 10 p.m.

You can set your iBoxes to allow 24-hour access or to limit access to during the timed access hours. You can also customize the showing hours and set different access hours for weekdays, Saturday, and Sunday.

Follow the instructions on *Change iBox Settings* on page 24 to change the iBox showing hours.

Call Before Showing (CBS)

Call Before Showing (CBS) allows the listing agent to control access by requiring the showing agent to call the listing agent to obtain a CBS code.

Every iBox contains a Call Before Showing (CBS) code that can be enabled. (See *Change iBox Settings* on page 24 for more information.) This code must be entered into the showing agent's key to open the iBox. Contact the listing agent to determine if a CBS code is required to open an iBox.

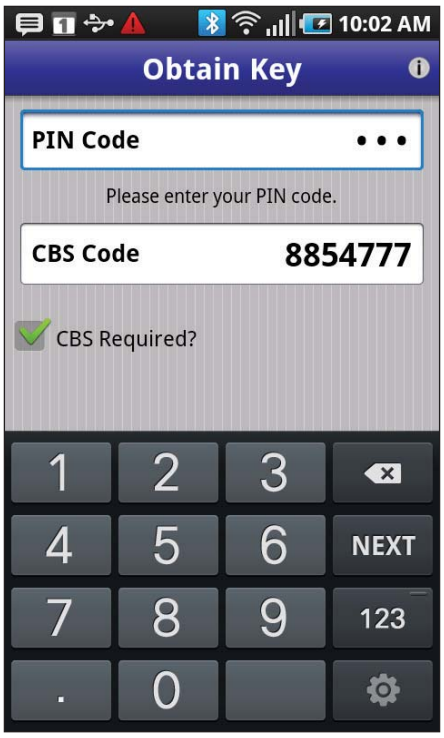
If the iBox requires a CBS code, the code must be entered into the eKEY software before releasing the key container and it must be entered each time the key container is released. (See *Release the Key Container* on page 14 for more information.)

To open an iBox that requires a CBS code:

1. Follow the obtain key steps (see *Release the Key Container* on page 14 for more information).
2. If CBS is required, an error tone sounds and the CBS Required screen pops up. Enter the CBS code and select **Continue**.

Note: If you prefer to enter the CBS code before pointing the eKEY adapter at the iBox, you can turn on Enable CBS Input in **Settings** and you can enter a CBS code before selecting **Begin**.

Figure 13. CBS Required



Cooperating

You may be able to access iBoxes in a neighboring Association/MLS. Check with your Association/MLS to determine if your area has a cooperating agreement in place.

To show listings in a cooperating area:

- Your eKEY software must be programmed to allow access to iBoxes in the cooperating area
- The cooperating Association/MLS must give you permission to update your eKEY for their area

Your Association/MLS can give you permission to access cooperating areas into your eKEY software. Once the programming has been added to your eKEY software, contact the cooperating Association/MLS to receive permission to update your eKEY software for their system.

Once both of those steps are completed, when your eKEY software does an automatic update, it updates both your primary system and the cooperating system. If you manually update your eKEY software by entering an update code, you must first update it for your primary Association/MLS and then update it for cooperating areas.

Release the Shackle

Each iBox has a four-digit shackle code that is used to release the shackle for placing it at a listing or removing it from a listing.

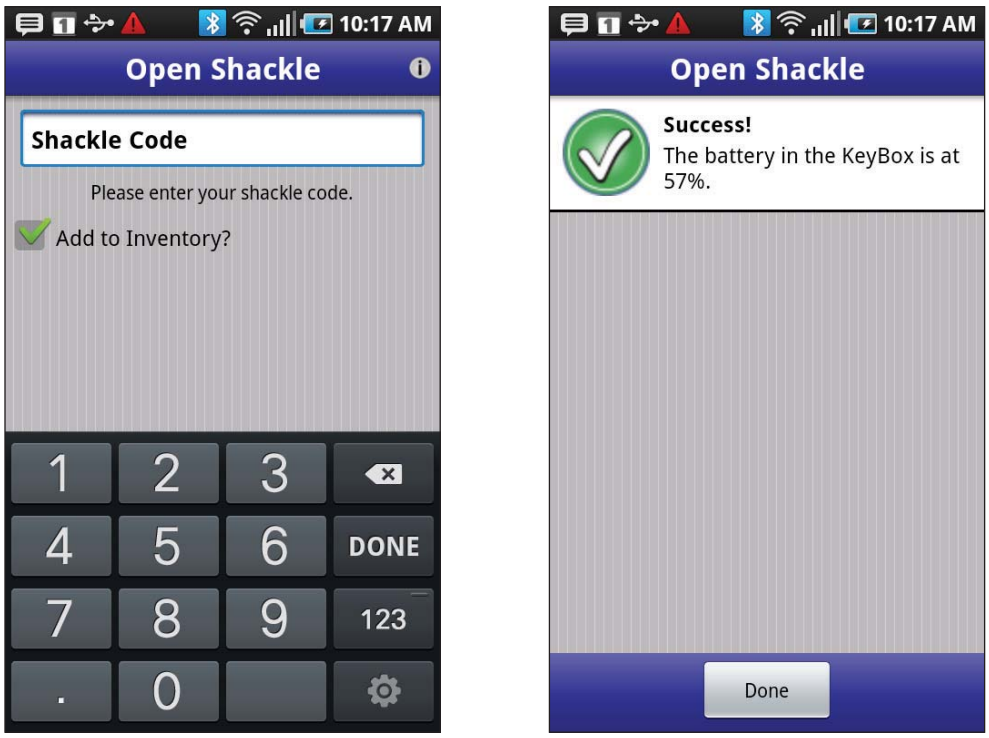
To release the shackle on an iBox:

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Open Shackle**.
3. If you don't want the iBox added to your inventory unless you uncheck *Add to Inventory*.

4. Enter the shackle code and select **Begin**.
5. For an iBox, power on the eKEY Fob by pressing the power button until the blue light flashes. When the green light blinks, point the eKEY Fob at the iBox.

   For an iBox BT, press up on the bottom of the iBox BT to turn on Bluetooth.

Figure 14. Open Shackle



6. For an iBox, upon success, the shackle releases and the battery level in the iBox is shown. To remove the shackle completely, repeat steps 1 through 4 in the above section while providing upward pressure on the shackle so it can pop out of the iBox.

   For an iBox BT, push up on the bottom of the iBox BT with one hand while pushing down on the shackle with the other hand. Then pull up on the shackle to remove it completely from the iBox BT.

After releasing the shackle you are asked if you would like to assign a Listing ID to the keybox. If you select **Assign** you can enter the listing ID for the keybox.

Immediately after releasing the shackle the smartphone connects to the network and sends the current inventory information about the iBox. (See *iBox Inventory* below for more information about your keybox inventory.)

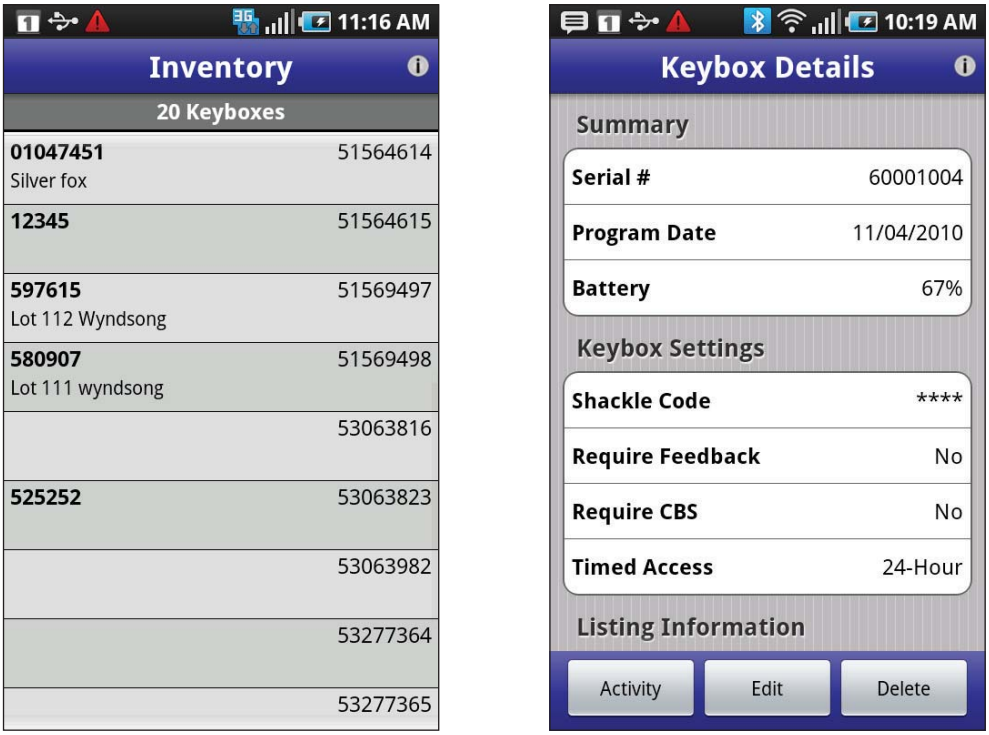
iBox Inventory

You can view your iBox inventory by selecting the **Inventory** icon on the main eKEY screen.

View iBox Inventory and Detail Information

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Inventory**.
3. A list of your keyboxes are displayed. If the keybox is assigned to a listing, the listing ID number is shown in bold above the address.
4. Select a keybox from the list to view detailed information.

Figure 15. View iBox Inventory



Add Keybox to your Inventory

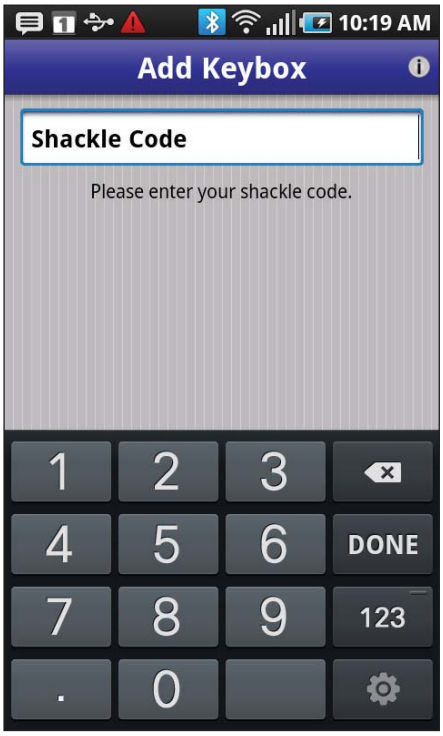
Adding a keybox to your inventory allows you to receive real time showing notifications on your smartphone and edit the settings in the keybox. You must have the keybox present to add it to your inventory.

When you release the shackle on an iBox, the iBox is automatically added to your inventory unless you uncheck *Add to inventory*.

To add a keybox to your inventory:

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Add Keybox**.
3. Enter the shackle code and select **Begin**.

Figure 16. Add Keybox



4. For an iBox, power on the eKEY Fob by pressing the power button until the blue light flashes. When the green light blinks, point the eKEY Fob at the iBox.

   For an iBox BT, press up on the bottom of the iBox BT to turn on Bluetooth.

Upon success, the iBox is added to your inventory on your eKEY software. The iBox will be added to your inventory at SupraWEB during the next key update. To immediately update your keybox inventory at SupraWEB:

1. Select the **Back** button to go to the *Keybox Details* screen.
2. Select the **Back** button on your smartphone return to the eKEY main screen.
3. Select the **Update** icon to update your keybox inventory at SupraWEB.

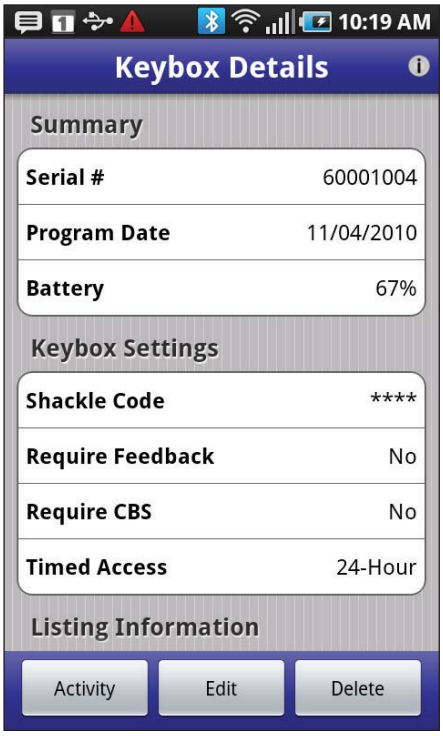
Once the key has completed the update, the new iBox will have been added to your inventory on SupraWEB.

Delete an iBox from your Inventory

To delete an iBox from your inventory:

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Inventory**.
3. Select the iBox from the list.
4. Select **Delete**.

Figure 17. Delete Keybox



5. Select **Yes** to confirm.

After confirming, the iBox is deleted from your inventory on your eKEY software. The iBox will be deleted from your inventory at SupraWEB during the next key update. To immediately delete the iBox at SupraWEB:

1. Press the back arrow to return to the main eKEY screen.
2. Press the **Menu** button.
3. Select **Update Key** from the list to update your iBox inventory at SupraWEB.

Once the key has completed the update, the iBox will have been deleted from your inventory at SupraWEB.

Read Activity

The iBox stores a showing record each time the key container is released. The iBox records the date and time the property was shown and the showing agent's name, key serial number, and phone number. You can view the showings that are stored in an iBox and display them on your smartphone by reading the iBox activity.

To read an iBox:

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Read Activity**.
3. Enter the shackle code and select **Begin**.
4. For an iBox, power on the eKEY Fob by pressing the power button until the blue light flashes.

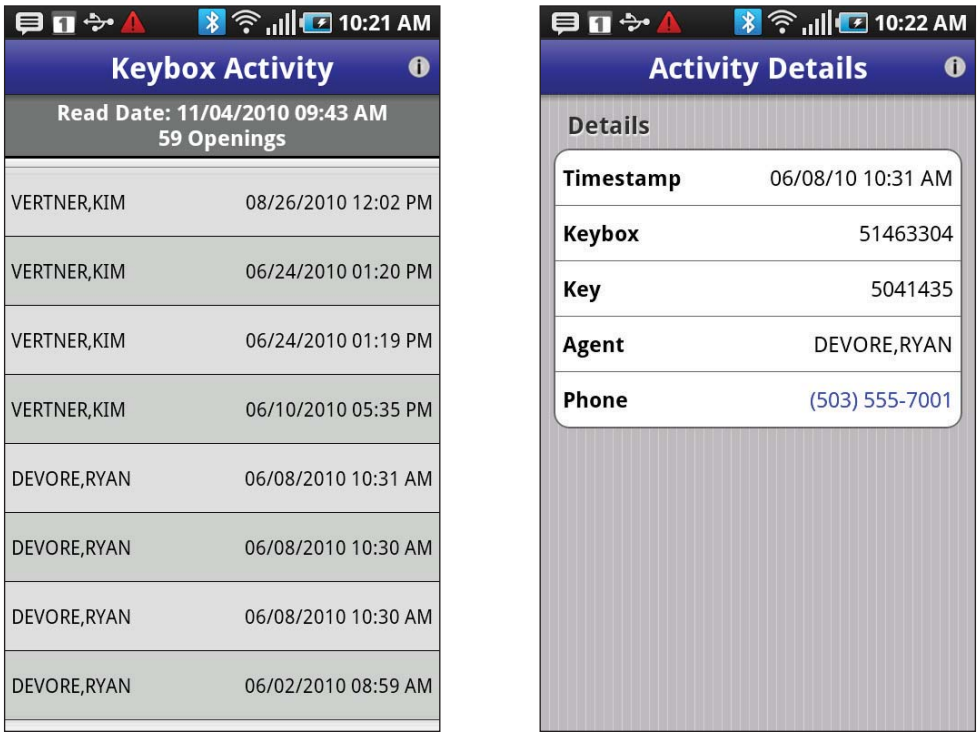
When the green light blinks, point the eKEY Fob at the iBox.

For an iBox BT, press up on the bottom of the iBox BT to turn on Bluetooth.

The showings in the iBox are read and delivered to your smartphone. The number of showings in the iBox are displayed.

5. Select **Done** to view the showings.
7. Select a showing to view detailed information about the showing.
8. Select the phone number to call the showing agent.

Figure 18. Keybox Activity



View Showing Activity

Once an iBox has been read, the showing activity is stored in the iBox and can be viewed at any time. To view showing activity:

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Inventory**.
3. Select the iBox from the list.
4. Select **Activity**.
5. Select a showing to view detailed information about the showing.

Delete Showing Activity

You can delete an iBox's showing activity stored in your smartphone.

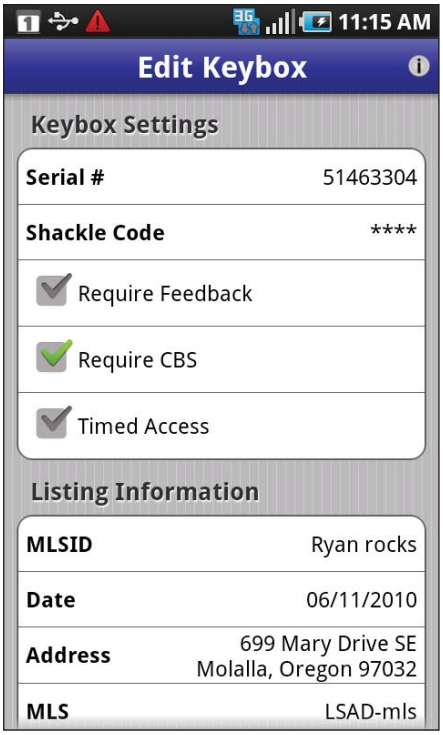
1. Select the **eKEY** icon to open the eKEY application.
2. Select **Inventory**.
3. Select the iBox from the list.
4. Select **Activity**.
5. To delete all of the showing activity for the iBox, select the **Menu** button on your Android smartphone and select **Delete All**.
6. To delete a particular showing, select the showing, then select the **Menu** button on your Android smartphone and select **Delete**.

Change iBox Settings

You can change the settings of an iBox that is in your inventory. (See *Table 1* on page 25 for the settings you can change in an iBox.) The iBox needs to be present to save the new settings to it.

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Inventory**. A list of the keyboxes in your inventory displays.
3. Select a keybox from the list to view the keybox's settings. If the keybox you are looking for is not in your inventory, see *Add Keybox to your Inventory* on page 20 for more information.
4. Select the field you want to change and then update the information. A gold star to the left of the field indicates a change has been made to the setting that has not been updated in the keybox.

Figure 19. Change iBox Settings



5. Select **Program**.
6. Enter the shackle code and select **Begin**. If you are changing the shackle code, you'll need to enter the old shackle code one last time here.
7. For an iBox, power on the eKEY Fob by pressing the power button until the blue light flashes. When the green light blinks, point the eKEY Fob at the iBox.

   For an iBox BT, press up on the bottom of the iBox BT to turn on Bluetooth.
8. Once the programming has completed, your screen will show your updated values.

Table 1. Keybox settings and description

Setting	Description
Shackle code	Code used to release the shackle on the keybox
Require Feedback	Prompt for feedback after a showing
Require CBS	Turn on to require a CBS code be entered to open the keybox
Timed Access	Toggle between 24-Hour and Timed Access hours
Access Hours	If Timed Access is on, can adjust hours for weekdays, Saturdays, and Sundays
Listing Information	Information about the listing; update the listing ID, listing date, address, MLS name, client, and occupant
Business card	Listing agent's business card information; displayed to eKEY users when they open the iBox
Agent Note	Notes to the showing agent; displayed to ActiveKEY and eKEY users when they open the iBox
Listing Flyer	Features or information about the listing; displayed to eKEY users when they open the iBox

Chapter 4 MLS Listings and Roster

This chapter explains how to set up your market area, search and view listings, create saved searches, and search and view the agent roster.

In this chapter:

eKEY Professional **27**
Settings for eKEY Professional 27
Listings **29**
Market Area 29
Update Listings 30
View Listings 30
Delete Listings 37
Roster **38**
View Roster 38
Delete Roster 39

eKEY Professional

The eKEY software allows you to view MLS listing and roster information on your smartphone. There are five additional icons on the eKEY home screen when you subscribe to eKEY Professional:

- **Listings** – Search and view listings
- **Roster** – Search and view the agent roster
- **Hotsheets** — View Hotsheet listings
- **Showings** – View showing activity for your listings; see *Chapter 5 Showing Activity*
- **Market Area** – Define the listings to download and view on your smartphone

Figure 20. eKEY Professional Home screen

Important! You must subscribe to eKEY Professional service to view MLS data in the eKEY software. Contact your Association/MLS to change your subscription.

Settings for eKEY Professional

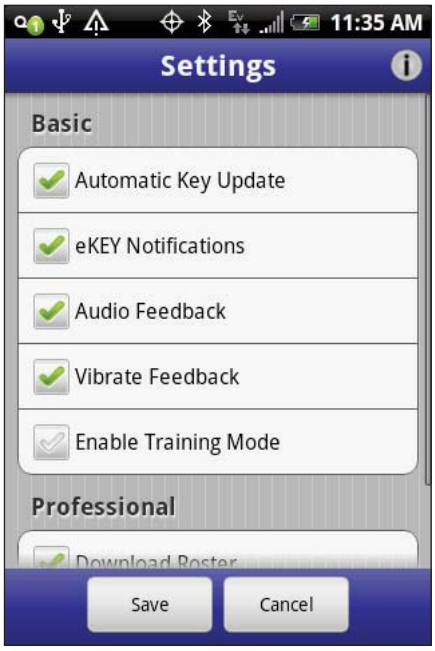
There are some settings available only for eKEY Professional subscribers.

To view or change the eKEY Professional settings:

1. On your smartphone, select the **eKEY** icon to open the eKEY application.
2. Select **Settings**.

   Note: If you have eKEY Professional, the **Settings** icon is on the second page of icons.

Figure 21. eKEY Professional Settings



3. Uncheck **Download Roster** if you no longer want to download listings to your smartphone.
4. Uncheck **Download Listings** if you no longer want to download listings to your smartphone.
5. Select the **Save** button to save your changes.

Listings

With eKEY Professional service, you can view MLS listings on your smartphone. The listing information is downloaded to your smartphone during the automatic nightly update.

Market Area

Your market area determines which listings are downloaded and viewable on your smartphone. Before you can view listings on your smartphone, you need to define your market area. You can change your market area as often as you like.

Important! You must be in cell coverage to define your market area and download listings. Once the listings are downloaded you don't need to be in cell coverage to view them.

Tip! Select only listings in areas you show in for your market area to speed up listing searches and updates.

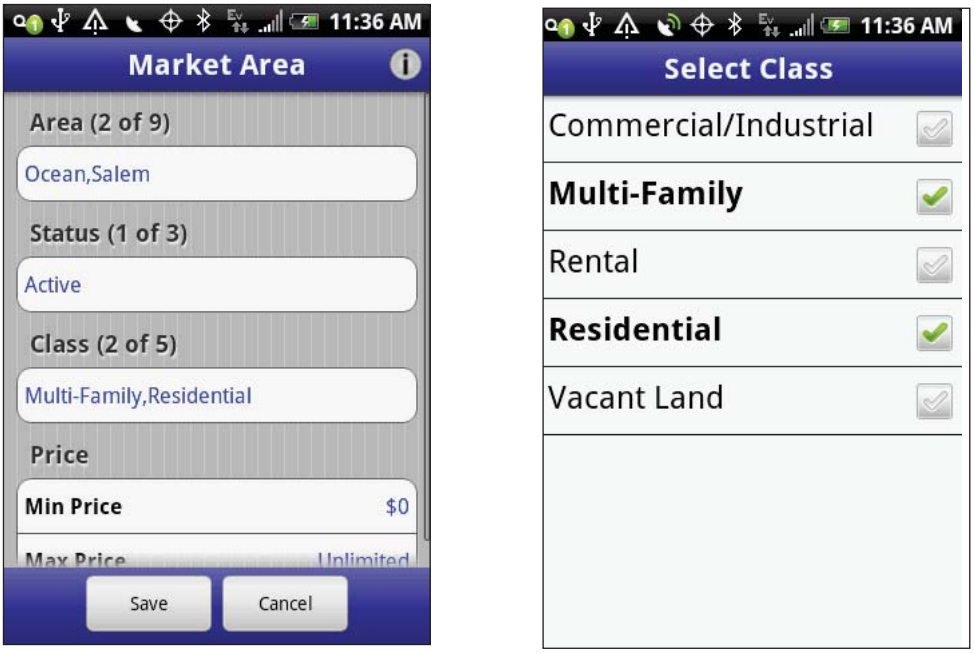
If you select the **Listings** icon and your market area is not set up, you'll be prompted to configure your market area.

To set up your market area:

1. On your smartphone, select the **eKEY** icon to open the eKEY application.
2. Select the **Market Area** icon.
3. Choose your market area by selecting areas, classes, statuses, and a price range.

   You must select at least one area, class, and status.

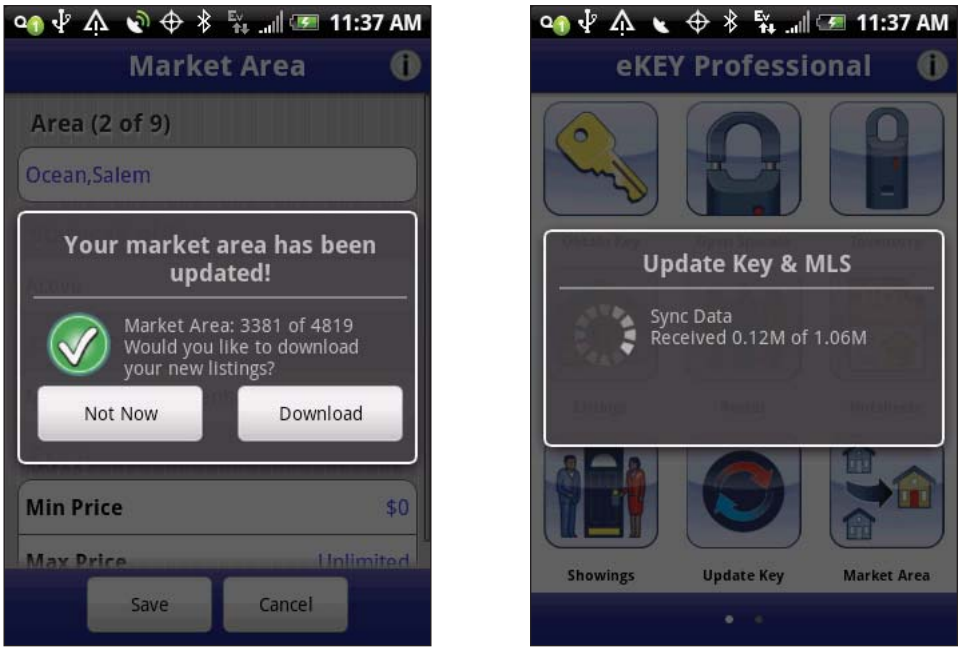
Figure 22. Configure Market Area



4. Select **Save** to save your market area.
5. Enter your 4-digit PIN code to save your market area and select **Begin**.

6. Select **Download** to download the listings in your market area to your smartphone.

Figure 23. Downloading Listings



Update Listings

Once you have set up your market area, the listings and roster are updated each night during the automatic update (see *Updating* on page 9).

Important! The listings are pulled from the MLS to the Supra network daily. Updating the eKEY software more than once a day does not update the listings.

View Listings

There are several ways to view the MLS listings in the eKEY software.

- **Quick Search** – Search for listings by address, zip code, or MLS ID number
- **Custom Search** – Search for listings that match specific criteria
- **Hotsheets** — View Hotsheet listings
- **My Listings** – View your personal listings
- **Saved Searches** – Create and save custom searches

Figure 24. Listings Options

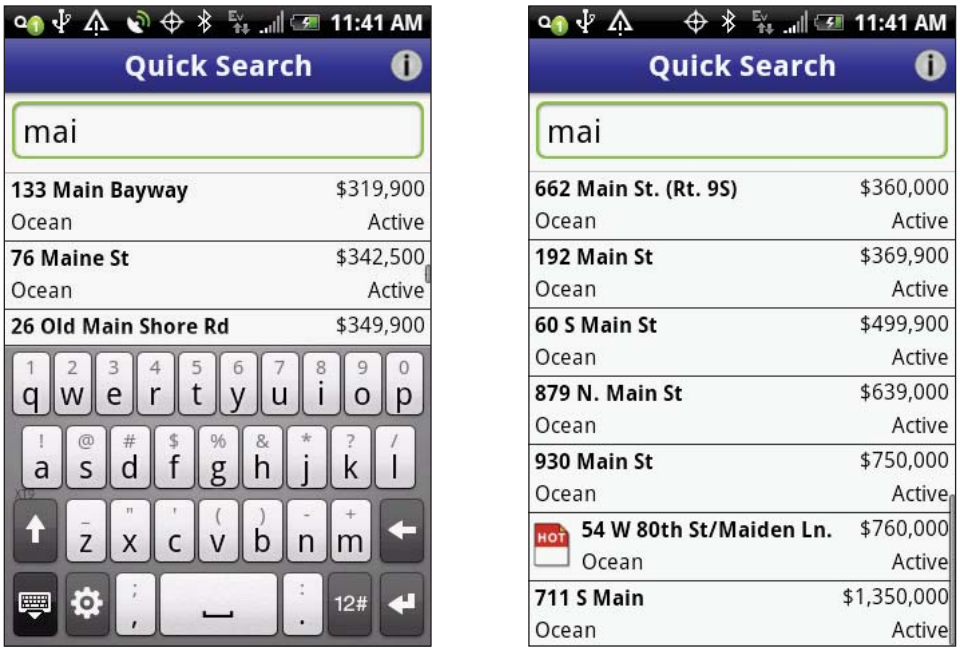
Quick Search

The Quick Search allows you to quickly search for listings by entering part or all of a street address or MLS ID. You can also perform a quick search by zip code if the zip code is included in the listing address.

To do a quick search of the listings in your market area:

1. Select the **eKEY** icon to open the eKEY application.
2. Select the **Listings** icon.
3. Select **Quick Search**.
4. Enter part or all of street address, zip code, or MLS ID number. The listings that match are displayed in ascending price order.
5. Select a listing to view detailed information.

Figure 25. Quick Search



Hotsheet

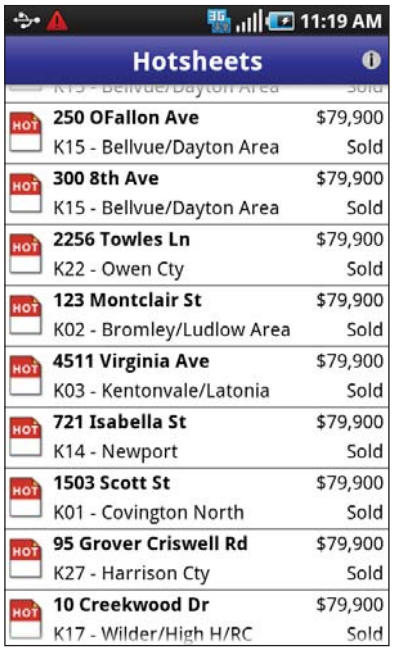
The Hotsheet displays new listings or listings that have had a chance to their price or status in the last three days.

To display listings in your market area that are on the Hotsheet:

1. Select the **eKEY** icon to open the eKEY application.
2. Select the **Hotsheets** icon. The Hotsheet listings within your market area are displayed.

   Note: You can also select the **Listings** icon and then select **Hotsheets**.
3. Select a listing to view detailed information.

Figure 26. Hotsheet list and Hotsheet with a New Price


11:19 AM
Hotsheets
250 OFallon Ave $79,900
K15 - Bellvue/Dayton Area Sold
300 8th Ave $79,900
K15 - Bellvue/Dayton Area Sold
2256 Towles Ln $79,900
K22 - Owen Cty Sold
123 Montclair St $79,900
K02 - Bromley/Ludlow Area Sold
4511 Virginia Ave $79,900
K03 - Kentonvale/Latonia Sold
721 Isabella St $79,900
K14 - Newport Sold
1503 Scott St $79,900
K01 - Covington North Sold
95 Grover Criswell Rd $79,900
K27 - Harrison Cty Sold
10 Creekwood Dr $79,900
K17 - Wilder/High H/RC Sold

Personal Listings

Personal listings displays all of your personal listings within the market area you have selected.

To display your personal listings:

1. Select the **eKEY** icon to open the eKEY application.
2. Select the **Listings** icon.
3. Select **My Listings**. All of your personal listings within the market area you have selected are displayed.
4. Select a listing to view detailed information.

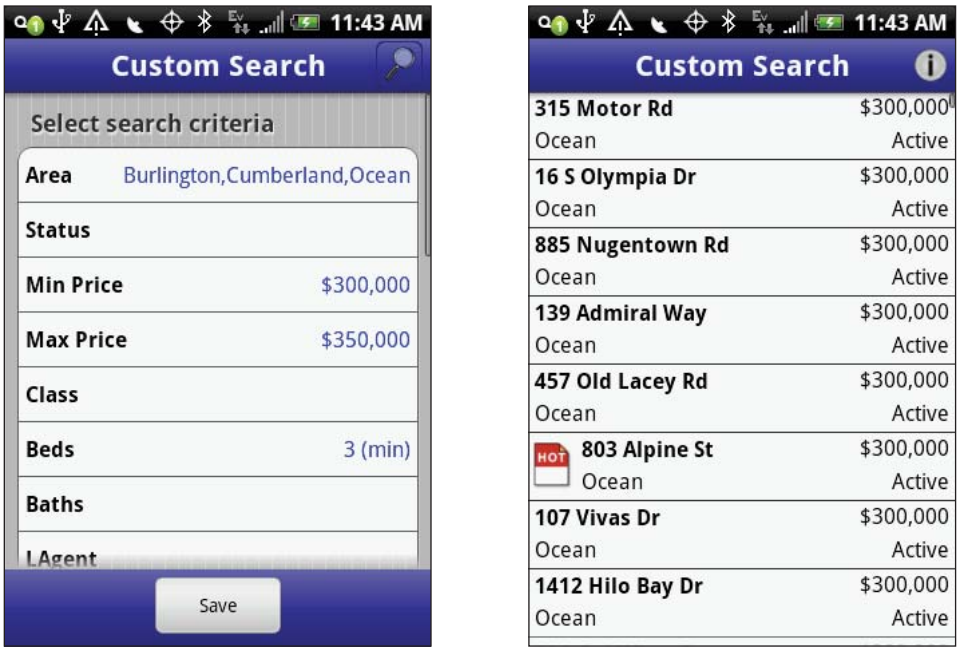
Custom Search

The Custom Search allows you to search for specific listings in your market area. Custom searches can also be saved.

To perform a custom search:

1. Select the **eKEY** icon to open the eKEY application.
2. Select the **Listings** icon.
3. Select **Custom Search**.
4. Select the criteria for your search. Some fields allow you to choose specific criteria from a list while others allow you to input specific text. The more search criteria you select, the more specific your results will be.

Figure 27. Custom Search



5. Select the search button in the upper right corner of the screen. All of the listings within the market area you have selected are displayed.
6. Select a listing to view detailed information.

Tip: If more than 500 records are returned, only the top 500 listings are displayed. Narrow your search criteria to limit the listings returned.

Listing Details

Listings that match the search criteria are displayed in a list view. The listings are sorted by price in ascending order. Hotsheet listings are designated with a hotsheet icon.

Figure 28. Listing Search Results

To view details about a particular listing, select the listing. Scroll down to view additional information.

Figure 29. Listing Detail View

From the detail view you can:

- Select an agent name to view detailed information about the agent
- Select an address to view a map to the listing in Google Maps™

- Call the listing agent by selecting the agent's phone number
- Email the listing agent by selecting the agent's email address

Figure 30. Map view

Saved Searches

Saved searches are custom searches that you have saved. Tapping a saved search runs the search and returns your results.

To create a saved search:

1. Select the **eKEY** icon to open the eKEY application.
2. Select the **Listings** icon.
3. Select **Custom Search**.
4. Select the criteria for your search.

   ***Tip*:** To clear any search criteria you've entered, select **Clear All** at the bottom of the screen.
5. Select **Save**.
6. Enter a name for the search.
7. Enter any notes about the search.
8. Click **OK**.

To run a saved search:

1. Select the **eKEY** icon to open the eKEY application.
2. Select the **Listings** icon. The list of saved searches you have created is displayed.

Figure 31. List of Saved Profiles

3. Select the saved search.
4. The listings in your market area that match the criteria you selected for the saved search are displayed.

To edit or delete a saved search:

1. Select the **eKEY** icon to open the eKEY application.
2. Select the **Listings** icon. The list of saved searches you have created is displayed.
3. Select the arrow to the right of the saved search name.
4. Make any changes to your custom search and click **Save** or click **Delete** to delete the saved search.

Delete Listings

The listings can be deleted off of your smartphone:

1. On your smartphone, select the **eKEY** icon to open the eKEY application.
2. Select **Settings**.

   Note: If you have eKEY Professional, the Settings icon is on the second page of icons.
3. Select the **Menu** button on your smartphone.
4. Select **Delete Listings**.
5. Select **Yes** to confirm deleting listings.

Roster

The eKEY software provides a roster of the members in your Association/Board/MLS. The roster data is updated during the first eKEY software update of any given day.

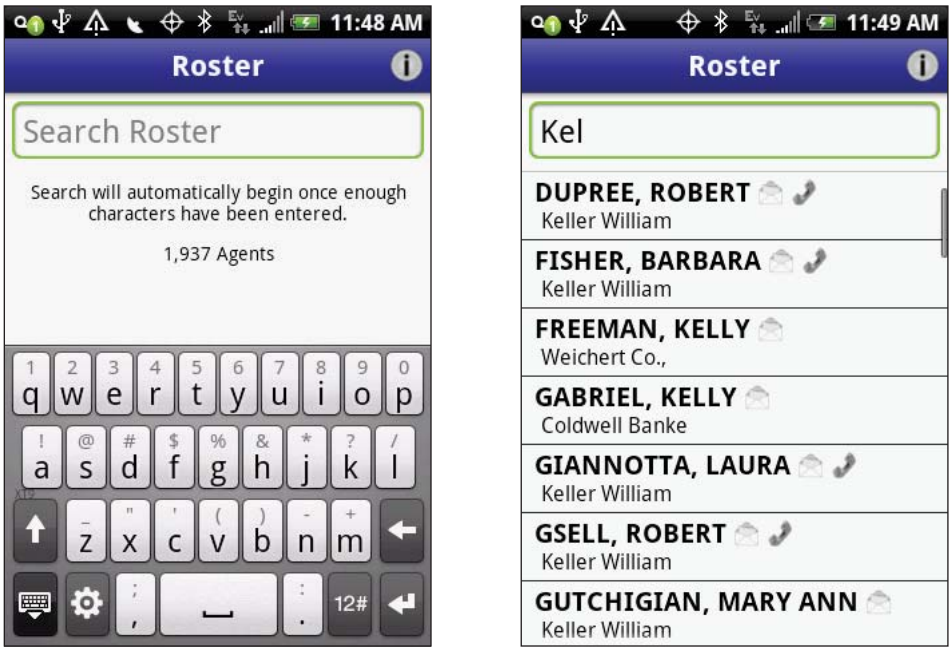
View Roster

To view the roster:

1. On your smartphone, select the **eKEY** icon to open the eKEY application.
2. Select the **Roster** icon.
3. To search for an agent, enter part or all of the agent's name.

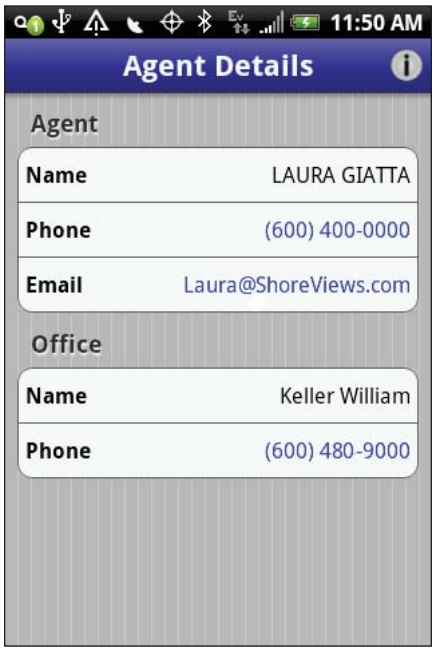
   The eKEY software automatically filters and displays the search results as you enter the criteria. All agents that have the search criteria you enter in their first name, last name, or office name are displayed.

Figure 32. Roster search and view



4. Roster entries with an email or phone icon next to their name indicate email or phone information is available.
5. To view the detailed contact information, select the agent.

Figure 33. Agent Details



6. To contact the agent, select the phone number or email address shown.

Delete Roster

The roster can be deleted off of your smartphone:

1. On your smartphone, select the **eKEY** icon to open the eKEY application.
2. Select **Settings**.

   Note: If you have eKEY Professional, the Settings icon is on the second page of icons.
3. Select the **Menu** button on your smartphone.
4. Select **Delete Roster**.
5. Select **Yes** to confirm deleting the roster.

Chapter 5 Showing Activity

This chapter explains showing notifications and describes how to view showing activity using the eKEY software.

In this chapter:

Showing Activity **41**
Voice Report 41
Showing Notifications and Messages 41
Showing Activity on Smartphone 43
Disable eKEY Showing Notifications 44
Update Listing ID 44

Showing Activity

The eKEY software records the showing information each time you open a key container and sends the information to the Supra network after each showing.

As a listing agent, there are several ways to see who has shown your listings. As a showing agent, you can also get a report of how many properties you've accessed.

There are several ways to view showing activity:

- Read a keybox to view it's showing activity on your smartphone (see *Read Activity* on page 21)
- Go to the SupraWEB to see the showing activity on your listings or get a report of all the showings you've done (see the *SupraWEB Guide* available at *www.supraekey.com* under *Training Resources* for more information on using SupraWEB)
- If you have eKEY Professional service, view showing activity on your smartphone
- Request a report from the KIM voice system (see below)

Voice Report

You can request a showing activity report using KIM voice access. You'll need to have the keybox serial number and shackle code to request the report. You can request a voice or e-mail report. An email report is delivered to your email address on record with the Association, Board, or MLS.

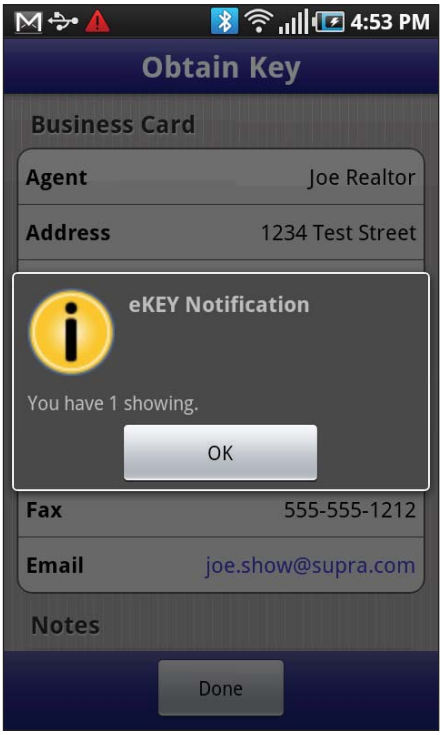
To request an activity report from KIM voice:

1. Call KIM voice at 888-968-4032.
2. On your phone keypad, enter your eKEY serial number and PIN code, then press #.
3. Select option 5 from the voice menu.
4. Press 1 for a voice report or 2 for an email report. Follow the instructions to receive the report.

Showing Notifications and Messages

Showing notifications automatically display in your eKEY software whenever a keybox in your inventory is shown. Messages sent from Supra, your Board/Association/MLS, or your office broker also are automatically displayed.

Figure 34. eKEY Notification



Messages and showing notifications can also be viewed later. To view messages:

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Messages**.

The number of showings displayed is an accumulation of showings at your listings in the last 14 days.

Figure 35. Messages

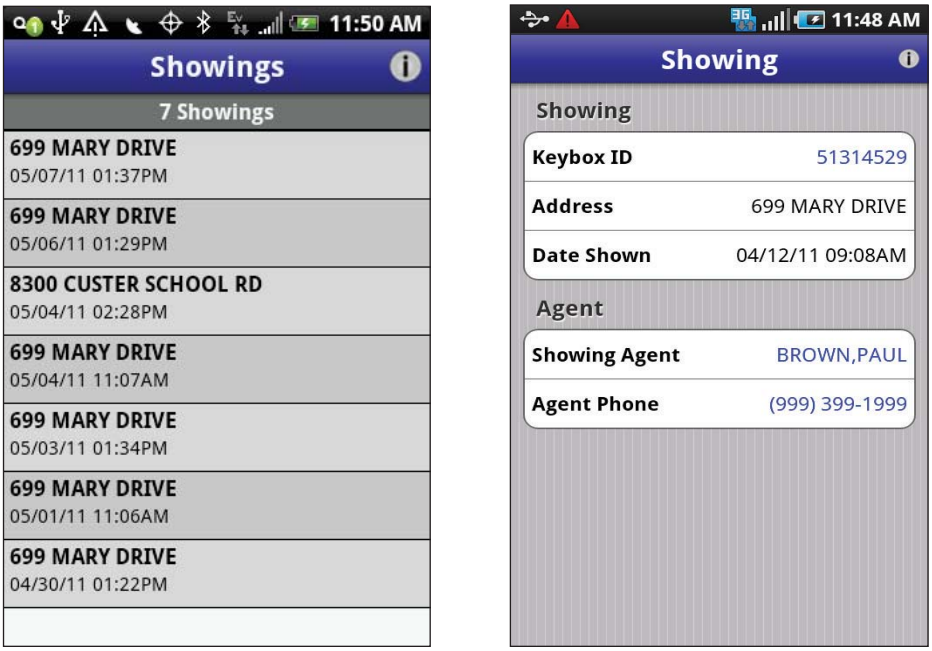
Showings Activity on Smartphone

If you have eKEY Professional service, showing data is delivered to your eKEY software on your smartphone.

To view showing activity on your smartphone:

1. Select the **eKEY** icon to open the eKEY application.
2. Select the **Showings** icon. Showing activity for the previous seven days is displayed.
3. Select a showing to view detailed information about the showing.

Figure 36. Showing information



From the Showing Details screen you can:

- Select the agent name to display the agent's information from the roster
- Select the agent's phone number to call the listing agent, or
- Select the keybox to view it in your keybox inventory

To change the number of days activity shown in your eKEY software:

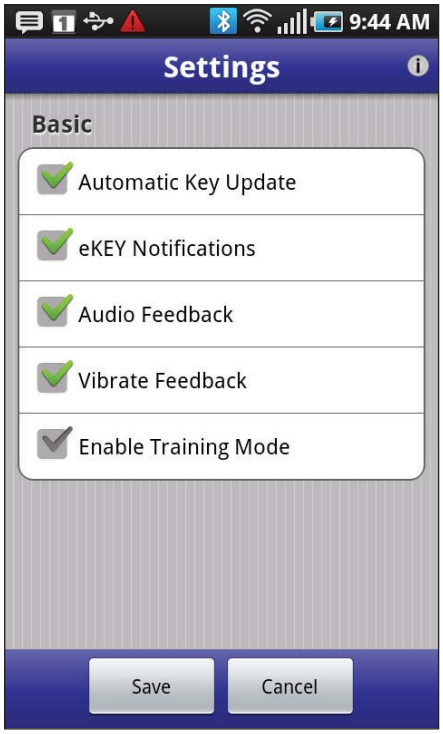
1. On your computer navigate to *www.supraekey.com*.
2. Select **Agents-Log on to SupraWEB**.
3. Enter your user ID and password and select **Submit**. If you haven't registered for a single sign on (SSO) user ID and password yet, click the **How to get access link** to register for a login.
4. Select **Settings**.
5. Select **eKEY Showings**.
6. Select the number of days of showing activity to be displayed in your eKEY software.

Disable eKEY Showing Notifications

You can disable the automatic showing notifications. To disable the automatic showing notification:

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Settings**.
3. Turn **eKEY Notifications** off.
4. Select the **Back** button on your smartphone return to the eKEY main screen.

Figure 37. Disable eKEY Notifications



Update Listing ID

Update the listing ID whenever a keybox is placed on a listing or removed from a listing to keep your keybox showing reports accurate.

To update the listing ID when placing a keybox on a listing, see *Change iBox Settings* on page 24 for more information. You can also enter the listing ID at SupraWEB by selecting the keybox from the **Assign Listing** link and entering the information.

Chapter 6 Support and Troubleshooting

This chapter provides information to help you troubleshoot problems and contact technical support in case you need assistance with your eKEY software.

In this chapter:

Support **46**
Training Library 46
Help screens 47

Support

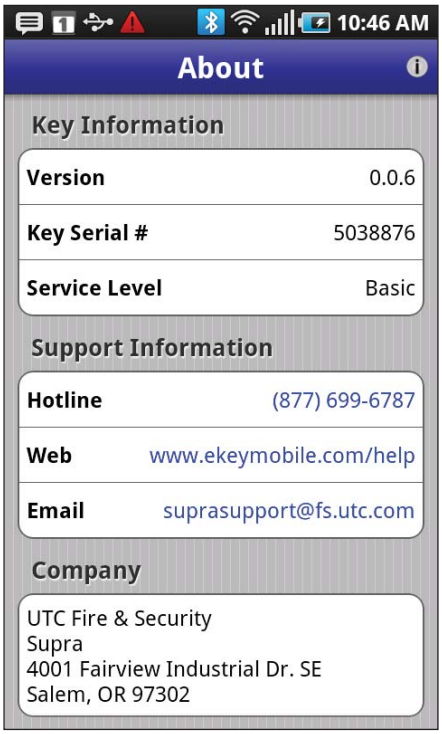
If you need assistance troubleshooting your eKEY software, support is available from 5 a.m. to 7 p.m. Pacific Time, seven days a week.

Website	*http://www.supraekey.com*
Email	suprasupport@fs.utc.com
Telephone	877.699.6787
Fax	503.589.8677

To call Support directly from the eKEY software on your Android smartphone:

1. Select the **eKEY** icon to open the eKEY application.
2. Select **About**.
3. Select the phone number shown in the *Support Information* section to call Support.

Figure 38. Contacting Support



Training Library

Another great resource for assistance with your eKEY software is our training library, available to all agents. To access the library:

1. Go to *www.supraekey.com*
2. Scroll down and click the *Training Resources* link.

Training available here is periodically updated so bookmark this page for future reference.

Help screens

Help information is provided in the eKEY software. To access the help information, scroll down on the main eKEY screen and select the **Help** icon.

Figure 39. Help icon

In addition, several screens throughout the eKEY software have an shown in the upper right corner. Click the for help.